

**SCOPE OF WORK  
COVID 19 LAUNDRY SERVICES  
IFB No. 4400 DCM1038**

**1.0 PURPOSE**

The City of Austin seeks to contract with a qualified laundry firm experienced in providing laundry services to include sorting, washing, drying, folding, wrapping and bundling, storage and supply of laundry bags and laundry rolling carts, for COVID-19 patients.

Laundry Services will be provided at the following facilities:

- a) ProLodge Sites: Being used to house citizens of Austin who are experiencing homelessness during the COVID-19 outbreak;
- b) The Alternate Care Site: Being used to house citizens of Austin and surrounding counties being released from hospitals and are recuperating from COVID-19 during the COVID-19 outbreak; and
- c) The City reserves the right to add additional sites and items throughout the contract term

The Contractor's employees will not come in contact with any patients residing at the above-referenced facilities. In the event COVID-19 is confirmed at a facility, the City will inform the Contractor immediately, and appropriate actions will be taken.

There are no minimum quantities available or associated with this Invitation for Bid. Services are on an as-needed-basis and payment will be based upon actual services provided. This Scope of Work ("SOW") establishes the minimum requirements for these services. The Contractor shall provide products and services as described herein.

**2.0 TERM OF CONTRACT:**

The Contract shall remain in effect for an initial term of 12-Months or the City terminates the Contract. This Contract may be extended beyond the initial term for up to an additional six (6) month period at the City's sole option.

**3.0 GENERAL REQUIREMENTS**

The Contractor shall:

- 3.1 Propose prices using the Price Submission Sheet. Pricing shall to be inclusive of all charges, to include but not necessarily limited to labor, supervision, materials, tools, equipment, rolling laundry carts, laundry bags, laundry tags, instruments, incidentals, expendable items, personnel protective equipment, employee training, and transportation necessary for execution of the services provided in this Scope of Work.
- 3.2 Provide services identified at the ProLodges (Attachment A) and Alternate Care Center (Attachment B).
- 3.3 Comply with all applicable Federal, State, Local and City of Austin guidelines and regulations as they relate to laundry services.
- 3.4 Provide a Single Point of Contact (SPOC), who is English-speaking, skilled, knowledgeable, and experienced in providing laundry services as listed in this Scope of Work.

- 3.5 Provide the Single Point of Contact's name, phone number and e-mail address, to the Contract Manager or Department Designee within one week of contract award.
- 3.6 Perform all steps reasonably necessary to protect City property and persons from harm.
- 3.7 Track the pick-up and delivery of laundry services and attach a detailed list to each invoice.
- 3.8 Provide all transportation required to perform laundry services as specified in this Scope of Work.
- 3.9 Clearly mark all vehicles with the Contractor's or subcontractor's name on both sides of each vehicle. Magnetic signs are acceptable.
- 3.10 Be responsible for laundering items identified the Price Submission Sheet.
- 3.11 Provide a price for the following items in the event addition sites are added to the contract:
  - a) Pick-up and Delivery Fee
  - b) Ramp-up Fees to include mobilization for new sites
  - c) Expedited Services
- 3.12 Be responsible if clothing is damaged in transit, while laundering or due to the Contractor's negligence, such as using the incorrect chemicals or during normal laundry services.
- 3.13 Be responsible for ensuring laundry is laundered in accordance with routine standards and procedures of the laundry facility. For hot-water laundry cycles, wash with detergent or disinfectant in water at 70°C (160°F) for at least 25 minutes. If low-temperature (i.e. < 70°C; < 160°F) laundry cycles are used, choose a chemical that is suitable for low-temperature washing when used at the proper concentration. Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting and dry completely or use products with the EPA-approved emerging viral pathogens claims that are suitable for porous surfaces.
- 3.14 Not shake direct laundry. This will minimize the possibility of dispersing any possible virus through the air.
- 3.15 Responsible for cleaning and disinfecting hampers or carts for transporting laundry. The Contractor shall use products [that are EPA-approved for use against the virus that causes COVID-19external icon](#)
- 3.16 Adhere to Coronavirus (COVID-19) Proper Laundry CDC Disinfecting Guidelines located at the following link:  
<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf>
- 3.17 Adhere to Coronavirus (COVID-19) Proper Laundry Guidelines (Attachment A & B- English and Spanish Versions attached).
- 3.18 Be responsible for cleaning and disinfecting anything used for transporting laundry with usual products.
- 3.19 The Contractor shall not be responsible for:
  - a. Laundering personal belongings.
  - b. Mending, repairing, replacing missing buttons, or sewing tears or rips to individual's laundry.

- c. Replacing any damaged garments.

#### 4.0 PERSONAL PROTECTIVE EQUIPMENT (PPE)

In the event COVID-19 is confirmed at a facility, the Contractor shall:

- 4.1 Ensure that all personnel handling the laundry, use Standard Precautions and perform hand hygiene after removing Personal Protective Equipment. Heavy-duty tasks (e.g. cleaning of the environment) require more resistant Personal Protective Equipment (e.g. rubber gloves and apron, and resistant closed shoes). Hands should be washed with soap and water for 20-Seconds after all Personal Protective Equipment has been removed.
- 4.2 Be responsible for providing personnel the minimum Personal Protective Equipment to be worn in the event COVID-19 is confirmed at the site.
- 4.3 Develop policies for worker protection and provide training to all staff when using PPE, to include what Personal Protective Equipment is necessary, how to properly don (put on), use, and doff (take off) Personal Protective Equipment, and how to properly dispose of Personal Protective Equipment.
- 4.4 Educate staff and workers performing laundry activities to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms within 14-Days after their last possible exposure to the virus. At a minimum, any staff should immediately notify their supervisor and the local health department if they develop symptoms of COVID-19. The health department will provide guidance on what actions need to be taken.
- 4.5 CDC does not recommend any additional PPE other than what would normally be used in a service of this kind. There would not be any need to have direct communication or contact with any of the guests at the hotel. The hotels have exterior facing room which helps to ensure social distancing can be achieved in compliance with the City's Stay Home-Stay Safe order.

#### 5.0 SAFETY

The Contractor shall:

- 5.1 Comply with all applicable Federal, State, Local and City of Austin guidelines and regulations as they relate to laundry services.
- 5.2 Comply with all the [Centers for Disease Control and Prevention guidelines](#) laundry regulations.
- 5.3 Ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with [OSHA's Hazard Communication standard](#) .
- 5.4 Comply with [OSHA's standards on Bloodborne Pathogens](#)
- 5.5 Comply with [OSHA's standards on proper disposal of regulated waste and PPE](#)

ProLodge  
Scope of Work  
Attachment A

1.0 LOCATIONS

ProLodge locations will be identified in the Delivery Order issued by the Contract Manager or Department Designee.

2.0 LAUNDRY REQUIREMENTS

The Contractor shall:

- 2.1 Pick-up, sort, wash, dry, fold, wrap, and place clean laundry in plastic bags with the name and room number on the bags and deliver clean laundry in a Rolling Laundry Cart to the loading dock. The Contractor will not be responsible for delivering the clean laundry to the rooms.
- 2.2 Provide mesh reusable bags for ProLodge guest to put soiled laundry in and a reusable bag for the soiled laundry mesh reusable bags to be placed in and sealed for pickup.
- 2.3 Maintain a proper inventory of the sealed disposable laundry bags, tags, and the laundry rolling carts at the facility. Laundry Rolling Carts will prevent the laundry bags from opening or bursting during transport

3.0 DELIVERY SCHEDULE REQUIREMENTS

The Contractor shall:

- 3.1 Detail all laundered items that are received/picked up on the Contractor's tracking receipt.
- 3.2 Track received/picked-up delivery of laundry services on the tracking receipt which shall remain with the facility and a copy shall remain with the Contractor. The Contractor's signature is evidence that the Contractor received/picked up all laundry and the Facility released the laundry to the Contractor. Any changes to pick-up delivery schedule shall be approved in writing by the Contract Manager or Department Designee.
- 3.3 Maintain an adequate supply of rolling laundry carts at the loading dock, or at a designated location agreed to by the Contract Manager or Department Designee and the Contractor.
- 3.4 Provide a pickup and delivery ticket with a signature from the facility and the Contractor for each pickup and delivery prior to departing the facility. A copy of the signed pick up and delivery ticket shall remain with the facility and a copy shall remain with the Contractor. The Contractor's signature is evidence that the Contractor performed the duties and the facility accepted the laundry.
- 3.5 Deliver schedule shall be as follows unless otherwise specified by the Contract Manager or Department Designee.

Delivery Schedule
<ul style="list-style-type: none"><li>• Pick up and drop off Rolling Laundry Carts at the loading dock on Tuesdays and Thursdays</li></ul>

Delivery Schedule
<ul style="list-style-type: none"> <li>Pick up and deliver laundry between 9:00 a.m. and 3:00 p.m. on Tuesday and Thursday with same day drop off.</li> </ul>

#### 4.0 INVOICES REQUIREMENTS

- 4.1 Invoices shall be emailed to Robert.Kingham@austintexas.gov on or before the 15th of each month for all the services provided in the prior month. Unless otherwise instructed in writing, the City may rely on the remittance address specified on the Contractor's invoice.
- 4.2 At a minimum, invoices shall be itemized and contain the following information, or they will not be processed and will be returned to the Contractor for correction:
- 4.3
- A unique invoice number;
  - Invoice date;
  - Delivery order number and the contract number;
  - Contractor's name and remit to address; and
  - Contractor's tax identification number, which must exactly match the information in the Contractor's registration with the City.

#### 5.0 DESIGNATION OF KEY PERSONNEL

The City and the Contractor resolve to keep the same key personnel assigned to this engagement throughout its term. In the event that it becomes necessary for the Contractor to replace any key personnel, the replacement will be an individual having equivalent experience and competence in executing projects such as the one described herein. Additionally, the Contractor shall promptly notify the City and obtain approval for the replacement. Such approval shall not be unreasonably withheld. The Contractor shall provide the City's Contract Manager the name their key personnel within one week of the contract effective date. The City's key personnel are identified as follows:

	Name	Phone Number	Email Address
Contract Manager	Robert Kingham	512-974-1394	Robert.Kingham@austintexas.gov
City Procurement Specialist	Diana McIntosh	512-974-2062	<a href="mailto:diana.mcintosh@austintexas.gov">diana.mcintosh@austintexas.gov</a>

#### 6.0 CITY RESPONSIBILITIES

The City will:

- 6.1 Arrange for the pick-up and delivery of sealed disposable laundry bags from each individuals room.
- 6.2 Place laundry into a sealed disposable laundry bag in everyone's room marked with the person's name and room number. Sealed laundry bags allow for minimal manipulation or agitation, to avoid contamination of air, surfaces and people.
- 6.3 Collect sealed disposable laundry bags from each room, load into a Rolling Laundry Cart, and place at a loading dock by 9:00 a.m. each Tuesday and Thursday.
- 6.4 Receive cleaned laundry from the Contractor which will be located at the loading dock on Tuesdays and Thursdays and distribute to individual rooms.

Alternate Care Center  
Scope of Work  
Attachment B

1.0 Alternate Care Center Location:

Alternate Care Center, 500 East Cesar Chavez, Austin, TX 78701

2.0 LAUNDRY REQUIREMENTS:

The Contractor shall:

- 2.1 Pick-up, sort, wash, dry, fold, wrap, bundle laundry and place in sealed disposable laundry bags. Sealed bags allow for minimal manipulation or agitation, to avoid contamination of air, surfaces and people.
- 2.2 Provide sealed disposable laundry bags and laundry rolling carts, located at Hall Three Loading Docks 8-11, or a designated location agreed to by the Contract Manager and the Contractor.
- 2.3 Maintain a proper inventory of the sealed disposable laundry bags and the laundry rolling carts at the facility. Laundry Rolling Carts will prevent the laundry bags from opening or bursting during transport.

3.0 DELIVERY SCHEDULE REQUIREMENTS

The Contractor shall:

- 3.1 Detail all laundered items that are received/picked up on the Contractor's tracking receipt. The Contractor shall track the received/picked-up delivery of laundry services on the tracking receipt which shall remain with the facility and a copy shall remain with the Contractor. The Contractor's signature is evidence that the Contractor received/picked up all laundry and the Facility released the laundry to the Contractor. Any changes to this scheduled shall be approved in writing by the Contract Manager.
- 3.2 Maintain an adequate supply of rolling laundry carts at the loading dock, or at designated location agreed to by the Contract Manager and the Contractor.
- 3.3 Provide a pickup and delivery ticket with a signature from the facility and the Contractor for each pickup and delivery prior to departing the facility. A copy of the signed pick up and delivery ticket shall remain with the facility and a copy shall remain with the Contractor. The Contractor's signature is evidence that the Contractor performed the duties and the facility accepted the laundry.
- 3.4 Deliver to the following location unless otherwise specified by the Contract Manager:

Alternate Care Site	Delivery Schedule
Hall Three Loading Docks 8-11 500 East Cesar Chavez Austin, TX 78701	<ul style="list-style-type: none"><li>• Deliveries and pickup are to be made using the service yard entrance on Red River Street</li><li>• Services shall be provided on-a-daily basis seven days a week (Sunday thru Saturday)</li><li>• Picked up between the hours of 8:00-9:00 a.m. each day at Hall Three Loading Docks 8-11</li></ul>

#### 4.0 INVOICE REQUIREMENTS

- 4.1 Invoices shall be emailed to [HSEMfinance@austintexas.gov](mailto:HSEMfinance@austintexas.gov) on or before the 15<sup>th</sup> of each month for all the services provided in the prior month. Unless otherwise instructed in writing, the City may rely on the remittance address specified on the Contractor's invoice.
- 4.2 At a minimum, invoices shall be itemized and contain the following information, or they will not be processed and will be returned to the Contractor for correction:
- a. A unique invoice number;
  - b. Invoice date;
  - c. Delivery order number and the contract number;
  - d. Contractor's name and remit to address; and
  - e. Contractor's tax identification number, which must exactly match the information in the Contractor's registration with the City.

#### 5.0 DESIGNATION OF KEY PERSONNEL

The City and the Contractor resolve to keep the same key personnel assigned to this engagement throughout its term. In the event that it becomes necessary for the Contractor to replace any key personnel, the replacement will be an individual having equivalent experience and competence in executing projects such as the one described herein. Additionally, the Contractor shall promptly notify the City and obtain approval for the replacement. Such approval shall not be unreasonably withheld. The Contractor shall provide the City's Contract Manager the name their key personnel within one week of the contract effective date. The City's key personnel are identified as follows:

	Name	Phone Number	Email Address
Alternate Care Site	Lee Dawson	512-496-8866	<a href="mailto:lee.dawson@austintexas.gov">lee.dawson@austintexas.gov</a>
City Contract Administrator, Procurement Specialist	Diana McIntosh	512-974-2062	<a href="mailto:diana.mcintosh@austintexas.gov">diana.mcintosh@austintexas.gov</a>

#### 6.0 CITY RESPONSIBILITIES

- 6.1 The facility shall be responsible to place and contain laundry in the laundry rolling carts
- 6.2 The facility shall collect sealed disposable laundry bags and load into a laundry rolling carts and placed at Hall Three Loading Docks 8-11, or a designated location agreed to by the Contract Manager and the Contractor, by 8:00 a.m. Sunday, Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.
- 6.3 The facility receives cleaned laundry at Hall Three Loading Docks 8-11, or a designated location agreed to by the Contract Manager and the Contractor, Sunday, Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.
- 6.4 The Contract Manager will provide the Contractor a Notice to Proceed. The contractor will have two (2) weeks to ramp-up, commence with the work and complete services per the terms of the contract. No work is to be performed until the notice to proceed has been given to the Contractor.